

DEC 16 2009

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Robert F. Sheppard	Examiner:	Neil R. Kardos
Serial No.:	10/763,072	Group Art Unit:	3623
Filed:	January 21, 2004	Docket No.:	200901410-1
Title:	MANAGING INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE OF AN ENTERPRISE USING A CENTRALIZED LOGISTICS AND MANAGEMENT (CLAM) TOOL		

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This Amendment and Response is in reply to the Non-Final Office Action mailed September 16, 2009. Please amend the above-identified patent application as follows: